

**COMMAND  
SUPPORT  
DIRECTOR  
GS-1101-13**

**COMMAND  
SUPPORT DIVISION**

## **PURPOSE**

The purpose of the position is to direct the Command Support function, which includes resource management, administration, public affairs, Firefighting School, inventory, credit card oversight, information technology, ISO support, safety, training and quality audit and serve as the MEO Manager with responsibility to make decisions concerning the priority of competing requirements and the shifting of resources across the MEO.

## **MAJOR DUTIES**

### **1. MEO Manager**

As the MEO Manager manages the business plan for the MEO functions and evaluates results. Represents the MEO to the Commanding Officer and other customers. Receives, evaluates and negotiates with customers on requests for changes in service not within the existing scope of work. Redistributes resources within the MEO and coordinates cross-functional work processes. Provides administrative and financial management support services for the MEO.

Responds to requests for data regarding MEO costs, outcomes, and effectiveness from external sources such as OMB, Navy Audit Service, etc. Maintains all MEO records required by OMB Circular A-76 and Department of Defense Competitive Sourcing regulations and documents all changes to MEO throughout its duration. Directs competitive sourcing studies as required.

Directs the work of the ISO Support Office. The ISO Support Manager is the Quality Manager for the MEO with responsibility for achieving/maintaining ISO 9000 certification and chairing the Quality Review Board. Ensures that all work processes are documented, personnel are properly trained, and the ISO auditing requirements are met.

### **2. Resource Management:**

Effectively manages resources including human, facilities, supplies/equipment, contract services and others such as RPM, reimbursable, appropriated and nonappropriated funds. Analyzes program costs, develops annual/multi-year and long-range fiscal/program plans and continuously evaluates programs for reducing costs of delivery while meeting customer needs.

(a) Conducts cost comparison/benefit studies of current or projected programs and lifecycle cost analyses of projects. Gathers cost/customer satisfaction feedback to measure program performance.

(b) Coordinates budget planning and execution with the appropriate ACOS and Program Managers at the NSWR. Evaluates functional spending plans and their execution ensuring that plans accomplish program objectives and goals. Ensures

accurate financial reporting and compliance with financial integrity and management control regulations.

### **3. Program Management:**

Oversees the overall planning, direction and timely execution of Command Support programs and serves as business manager for the MEO. Ensures that programs operate per NSWRR strategic plan, develops site specific strategic goals and establishes performance indicators to measure program delivery effectiveness. Directs the continuous review of programs to measure and evaluate program accomplishments, effectiveness and compliance with agency rules and regulations. Ensures that all programs meet the appropriate licensing requirements, safety and environmental compliance regulations, and state reporting requirements.

Maintains effective working relationships with chain of command program managers and private sector counterparts. Benchmarks business area functions continually searching for the best methods and practices, adopting and adapting their good features, and implementing the best of the best to improve customer satisfaction, foster innovative thinking and continuous improvement, accelerate organizational change to meet changing demands and to increase production at less cost. Coordinates program delivery with the NSWRR.

### **3. Personnel Management**

Manages directly or through subordinate supervisors/team leaders a variety of civilian employees engaged in a variety of functions, i.e. training, administrative support, public relations, accounting and budgeting, inventory, information technology, safety and quality management. They provide customer service both internally to the MEO functions and externally to customers of the MEO.

Per NSWRR policies and procedures, establishes personnel management policies and qualification standards including appropriate licensing requirements. Establishes performance criteria and evaluates performance; makes/approves selections; hears and resolves employee grievances using a variety of alternative dispute resolution techniques; acts as deciding official on disciplinary and performance actions; recommends/authorizes awards; establishes hours of operations and approves work schedules and hours of work.

Provides learning opportunities to continuously update personnel skills and improve service delivery. Ensures personnel are equipped with new technology, safety training, strategic planning skills, ability to conduct customer surveys and use of their results for program improvements, written and oral communication skills, program management skills, customer service strategies, information technology skills, SOP indoctrination and ISO training.

Establishes and provides training in ethical business practices and fosters high ethical behavior throughout the organization.

Provides a work environment that promotes equal employment opportunity and safe work practices, and empowers staff to continuously improve services, teamwork, and innovation, and to eliminate bottlenecks and barriers to production and service delivery.

## **FACTORS**

### **Knowledge Required**

- An MBA is desirable; the incumbent must demonstrate business acumen and expertise in the application of information technology and quality improvement techniques to the business processes, have an exceptional work history of resource utilization accomplishments and be customer focused.
- Knowledge of ISO 9000 certification and auditing requirements.
- Mastery of a wide range of qualitative and/or quantitative methods for the assessment and improvement of complex management processes and systems.
- Skilled in oral and written communication to effectively state MEO program objectives, negotiate changes in workload, resolve resource issues, and influence change in higher headquarters policies/procedures.
- Ability to direct the information technology function
- Skilled in the use of a personal computer to enter, access and locate information.
- Ability to effectively manage resources including personnel, facilities, supplies/equipment, contracts, and funding from various sources. Able to stratify resources against approved programs; to plan, present and execute budgets; to apply cost and economic analyses, principles, techniques and practices and analyze budget impacts on programs; and to forecast long-term funding requirements.
- Ability to develop and execute human resource policies for a diverse team ensuring that policies and practices foster equal employment opportunity.
- Ability to lead a management team responsible for developing organizational policy and strategic plans and effective resource management.
- Ability to establish and maintain relationships with key individuals/groups outside immediate work unit.

- Ability to originate new ideas, projects, and programs

### **Supervisory Controls**

The employee and supervisor develop a mutually acceptable plan that includes strategic goals for the business area; performance indicators; and human, financial, material and information resources to achieve program goals. The employee is responsible for planning, organizing and executing the plan taking initiative for cost effective mission accomplishment while maintaining the public's trust. The employee informs the supervisor of potentially controversial issues or problems with widespread impact. The supervisor evaluates performance based on results from strategic planning, program accomplishments and effectiveness based on performance indicators and customer feedback, and financial results. Under NSW Matrix management concept, incumbent's performance may be evaluated by the respective ACOS/PM with input on work accomplishment from the Commanding Officer.

### **Guidelines**

The employee must use initiative and resourcefulness in extending or redefining available guidelines because they are often inadequate to deal with unusual situations. Incumbent is the Competitive Sourcing and Privatization Program Manager and responsible to maintain all records and reports on CS&P. The guidelines include general administrative policies and management and organizational theories which require considerable adaptation and or interpretation. Incumbent is responsible to ensure all programs meet the appropriate legal and regulatory requirements, sound financial practices, contracting procedures, and management controls. Use of ISO 9000 for quality control of the MEO is a new concept and will require extensive adaptation and training to ensure implementation throughout the MEO.

### **Complexity**

The employee develops or redesigns new methods, approaches or criteria to meet the demands of the position. The work consists of directing a variety of customer service programs that serve a broad range of constituents serviced by the MEO and providing cross-functional services to the MEO. The incumbent must be adaptable and flexible to analyze interrelated issues of Command Support and MEO program impact on the mission readiness of the MEO's customers while ensuring effectiveness, efficiency, and/or productivity of substantive mission-oriented programs.

Work requires developing or supervising the development of detailed plans, goals, and objectives for the long-range implementation and administration of the program and/or developing criteria for measuring results. Decisions about how to

proceed in planning, organizing, and conducting studies are coordinated with the various NSWACOS/Program Managers. Incumbent is expected to provide sound recommendations based on local conditions and mission requirements. Programs are expected to meet NSWAC goals for providing customer service and financial soundness.

### **Scope and Effect**

The work involves the application of a wide variety of program policies and requirements involving CS&P, resource management, information technology, administrative practices, occupational safety and health, public affairs, and operation of the Shipboard Firefighting School. Also requires the incumbent to coordinate MEO operations with customers, NSWAC, and other external organizations. Incumbent is the integrator and business manager for the MEO functions ensuring the MEO provides the required support to the Strike/Fighter community to maintain mission readiness.

### **Contacts/Purpose of Contacts**

Meets with persons representing organizations or groups from outside the employing agency, e.g., consultants, contractors, or business executives. The purpose is to influence other officials to accept program changes, to fund program requirements or to negotiate organizational improvement or program effectiveness issues. May encounter resistance due to such issues as organizational conflict, competing objectives or resource problems.

### **Physical Demands**

The employee does sedentary work, such as sitting comfortably. There may be some walking, standing, bending, carrying of light items, or driving an automobile. No special physical effort or ability is required to perform the work.

### **Work Environment**

The employee works in an adequately lighted and ventilated office environment. May require occasional travel. The employee must be willing and able to travel on military and commercial aircraft.

### **Financial Disclosure**

The employee must file the required financial disclosure statement(s).